

Analysis Method Notice

Number of calls to the drugs and alcohol helpline (DAN 24/7 helpline) by welsh residents per 100,000 of the population

This notice describes an Analysis Method that has been developed for use in the production of published national outcome indicators, performance measures and/or currencies, which are derived directly from NHS Wales data.

The Analysis Method has been reviewed by the Analysis Methodologies Group and its output submitted to the Welsh Information Standards Board (WISB) for potential accreditation.

*It should be noted that, where the data flow on which the analysis is being undertaken has not been reviewed by WISB (see 'Status of WISB Data Standards Assurance' below), accreditation of the analysis method **cannot** be interpreted as an approval of the underlying data standards or the quality of the data used.*

It is recognised that formal review and/or assurance of the data flow may have been undertaken by other bodies, where those data are being formally published; for example, as 'Official Statistics'. In such circumstances, users of this method are advised to contact the relevant organisations should they require further information on the underlying quality of the specified data source.

For further details about the group, including Terms of Reference and membership, please visit the following website:

<http://howis.wales.nhs.uk/sites3/page.cfm?orgid=742&pid=56696>

WISB Reference: ISRN 2018 / 002

Please address enquiries about this Analysis Method the NHS Wales Informatics Service Data Standards Team.

E-mail: data.standards@wales.nhs.uk / Tel: 029 2050 2539

WISB Analysis Method Appraisal Assessment	Accredited This Analysis Method has been appraised by WISB and is felt to: <ul style="list-style-type: none"> • Meet the specified indicator requirement, in that it is suitable for its calculation / derivation; • Is reproducible by organisations, where appropriate.
WISB Analysis Method Appraisal Outcome(s)	

Status of Data Standards Assurance	WISB Reviewed The data used in this Analysis Method are based on data item standards that have been through the Information Standards Assurance Process.
WISB Decision	Approved
Data Standards Assurance Outcome(s)	

Indicator

Number of calls to the DAN 24/7 Helpline (drugs and alcohol) by Welsh residents per 100,000 of the population

Target:

Increase

Rationale / Context

One of the key actions of the Working Together to Reduce Harm – The Substance Misuse Strategy for Wales (2008 – 2018) is to prevent harm by helping individuals to resist or reduce substance misuse and to support substance misusers and their families. A mechanism to achieve this outcome is to provide individuals and their families with easy access to information and advice about substance misuse and services (including where to access further support or treatment). An indicator of service providers working together to ensure that information about drugs and alcohol is available for substance misusers and their families or carers is the number of calls to the Wales Drug and Alcohol Helpline (DAN 24/7).

The DAN 24/7 Helpline is a single point of contact for anyone in Wales wanting further information or help relating to drugs and alcohol. The helpline assists individuals, their families, carers and support workers to access appropriate local and regional services. This is free helpline operating across Wales, 24 hours a day. It is a service hosted by Betsi Cadwaladr University Health Board following funding from Welsh Government.

Data Source(s)

Your Health (the recording and reporting database for the DAN 24/7 helpline)

Office for National Statistics (for the mid-year population estimates)

Definitions:**Definitional Guidance:****Data Items:**

n/a

Terms:

n/a

Detailed Specification

To calculate the indicator, the following calculation will be used:

$$\text{Rate per 100,000 population} = \frac{\text{Numerator}}{\text{Denominator}} \times 100,000$$

Calls to DAN 24/7 helpline includes enquiries made by telephone, e-mail, text, facebook and twitter.

Individuals who contact the DAN 24/7 Helpline on more than one occasion will have each contact counted as a separate record.

In regards to twitter, only those requesting information/support are included in the count. For each twitter conversation a log is created which enables the conversation to be counted only once (this records the initial contact for the individual requesting help, the helpline's response and any further response from the individual). Support and signposting to relevant agencies that is delivered via twitter is at the same level of service that is delivered over the telephone etc.

Phone calls where the caller does not speak (silent call) are not included in the count.

Callers who reside in Wales are identified by the caller providing the first four characters of their postcode or by providing the name of the town that they live in or near to. In some instances (due to using the first four characters of the postcode) this may result in double counting as the postcode may fall within two counties. In this instance, the count of the single call is registered in both counties. This double counting is minimal (analysis shows that it impacts on less than 3% of calls) and as the cost of resolving the problem is expensive, this has been accepted as a known issue.

If a carer, family or other individual contacts the helpline for advice about an individual who required help, then the individual's residency is reported (not that of the caller). If the carer, family member etc. is calling to request information for him/herself in order to look after the individual, then the carer, family member etc. postcode is recorded.

Contacts made by individuals who do not provide details of their postcode, name of their town or who reside outside of Wales will be excluded from the count.

A development request has been submitted to the IT developers responsible for the database to see if those who do not provide detail of their residency can be identified as 'unknowns'. A potential fix for this issue will be progressed during 2016-17.

The number of hits to the helpline's website is not included in the count as it does not form part of the original specification.

Data is collected by Local Authority area and will be presented by health board and all Wales.

Mid-year population estimates are reported by Local Authority and will be presented by health board and all Wales. Data is produced and reported annually and relates to the 30 June of each year. Data is provided in an unrounded basis. Further details on mid-year population estimates is available at Office for National Statistics:

<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/qmis/annualmidyearpopulationestimatesgm>

Calculation:

Numerator

The number of calls to the DAN 24/7 helpline (drug and alcohol) by Welsh residents at health board area level

Denominator

Mid-year population estimate

Reporting Format / Frequency

Reporting Frequency	Quarterly
Time Delay of Reported Data?	One month

Discussion Points / Areas for Future Development

This section details any areas the Analysis Methodologies Group felt needed further consideration / review by the 'owner' of the method.

The following observations / recommendations were made by the Group on their first review of the submission on 30th March 2015:

- The Analysis Methodologies Group sought clarification as to whether the reference to enquiries made via “*social media (Facebook and Twitter)*” meant queries could only be submitted via these platforms, or whether these were listed purely as examples and other social media platforms could be used.
- The group sought clarification as to how callers who did divulge their demographic information would be counted / reported, given reporting is to be presented by Health Board.
- The Analysis Methodologies Group queried the use of first 4 postcode characters to identify county rather than just asking the caller to identify the county. The group felt that adopting this process instead would reduce the risk of double counting.

Appendix A – Additional Information

Clarification was requested by WISB on the following:

The DAN 24/7 helpline is to continue to operate as a separate access point to the 111 model. The views of WISB that a separate access point for the helpline is not in accordance with the 'once for Wales' approach will be brought to the attentions of the 111 project team so that it can be considered.

To compare organisational performance, it was agreed that data would be expressed as a rate per 100,000 of the Health Board population (Analysis Methodologies Group – 24.02.15). To ensure a trend analysis over a period of time can be reported, the previous years' data will be updated to reflect the current year's mid-year population estimates.

Welsh Government notes WISB's comments that the measure does not provide intelligence regarding the outcomes for the patients who contact the helpline.

Appendix B – SQL Code (where applicable)

n/a